



## Food Safety Terminal Operators Guide



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## Change History

Rev A	Initial version	August 2014
Rev B	Updated FCC and Canadian interference statements	October 2014

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## Federal Communications Commission Radio Frequency Interference Statement

This equipment, when not transmitting, has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and, used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

The transmitting equipment in this product has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC Wireless Notice

This product emits radio frequency energy, but the radiated power is far below the FCC radio frequency exposure limits. Never the less the device should be used in a manner (assembled or disassembled) that the potential for human contact with the antenna during operation is minimized.

To meet FCC's RF exposure rules and regulations:

1. Do not co-locate or operate this product in conjunction with another antenna or transmitter.
2. Typical distance from the body of the user should be at least 20cm.

### Output Power into Antenna & RF Exposure

Calculations for this device are based on highest power measurement and the highest gain of the antenna. Limit for MPE (from FCC part 1.1310 table 1) is 1.0 mW/cm<sup>2</sup> for 2400MHz.

The highest Pout was taken from the original certification report under FCC ID: VPYLBTN

Highest Pout is 264.24mW, highest antenna gain (in linear scale) is 0.87, and R is 20cm.

$P_d = (264.24 \times 0.87) / (4 \times \pi \times 20^2) = 0.045 \text{ mW/cm}^2$ , which is 0.955 mW/cm<sup>2</sup> below to the limit.

## Canadian Department of Communications Radio Interference Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

The maximum power output plus maximum antenna gain of the EUT is:

**4.5W/m<sup>2</sup>**

Limit is **10W/m<sup>2</sup>**

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

*Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.*

*Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.*

*La puissance de sortie maximale plus gain d'antenne maximal du EUT est :*

**4.5W/m<sup>2</sup>**

*Limite est 10W/m<sup>2</sup>*

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## Chapter 1

# Introducing your Ithaca<sup>®</sup> 9800 Printer

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## About your Ithaca® 9800 Printer

The Ithaca® 9800 printer by TransAct® represents the very latest technology in on-demand thermal label printing for food safety and nutrition labeling, specifically designed for the needs of the food service industry. It builds upon the experience of the Ithaca® line of printers with a host of features specifically designed to improve the performance of food service labeling, including:

- Large, easy to read 9.7-inch touch screen
- Internet-capable via Ethernet or Wi-Fi
- Connects to back-office systems
- Integrates with current restaurant management solutions
- Allows tracking of food, waste & inventory to save money
- Features video and audio capabilities
- Prints “Use By” and “Expiration” labels
- Optional integration of 3rd-party food safety peripheral applications

These features and more let you quickly and easily integrate the Ithaca® 9800 with your food service applications, while giving you the quality, durability and uptime you have come to expect from Ithaca® by TransAct® printers.

## Who Should Read This Guide?

This document provides information useful for end users who will install, configure, and operate the Ithaca® 9800 printer in their operations.

## What Is Included in This Guide?

This Operators Guide includes information on the installation, specifications, and operation of the Ithaca® 9700 printer. It provides the following information to support your installation and operational efforts:

- Warranty and technical support information
- Specifications and functionality description
- Installation and operational procedures

We want you to have a trouble-free implementation with your TransAct® printer. For any issues not covered in this guide, quality technical support is available on-line at [www.transact-tech.com](http://www.transact-tech.com), or by telephone or fax - consult the following pages for more details about our support services.

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## Technical and Sales Support

Your printer is backed by the resources of TransAct Technologies, a global technology firm with dedicated technical support and sales assistance. Here is how we can help you:

### On-line Technical Support

Our web site at [www.transact-tech.com](http://www.transact-tech.com) is your on-line portal to obtaining technical assistance with your Ithaca® printer. Click on the Support link to find support information for your Ithaca® 9800 printer, including online access to drivers and documentation, or contact us via e-mail at [support@transact-tech.com](mailto:support@transact-tech.com).

### Telephone Technical Support

Live telephone support is available by contacting TransAct or one of its regional affiliates via the contact information listed in this section. To help us serve you faster, please have the following information ready when you call:

- The Model Number and Serial Number of the printer.
- A list of any other peripheral devices attached to the same port as the printer.
- What application software, operating system, and network (if any) you are using.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

### Warranty Information

Ithaca® 9800 Printers come with a standard warranty that commences upon shipment from factory, and covers parts and labor. An optional warranty, covering both parts and labor, may be purchased separately.

## Return Materials Authorization and Return Policies

If a support technician determines that the printer should be serviced at a TransAct facility, and you want to return the printer for repair, we will issue you the Returned Materials Authorization (RMA) number that is required before returning the printer. Please prepare the printer being returned for repair as follows:

- Pack the printer to be returned in the original packing material.
- Do not return any accessories unless asked to do so by a support technician.
- Write the RMA number clearly on the outside of the box.

## Shipping Printers

Be sure to save the packing materials in the event that you need to send the printer in for servicing. TransAct is not responsible for damaged return items that are not packaged in original shipping material.

## Sales Support

To order supplies, receive information about other Ithaca products, or obtain information about your warranty, contact our Sales Department at the contact telephone or fax numbers listed below or visit our web site at [www.transact-tech.com](http://www.transact-tech.com).



## Contact Information

### USA

TransAct Inc.  
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Ithaca, NY 14850, USA  
Telephone 607.257.8901  
Fax 607.257.8922  
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## **Chapter 2**

# Safety Precautions

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## Important Safety Precautions

### General Precautions

- Never place the printer on a slanted or unstable stand or table. If the printer is dropped or slides off, this could cause personal injury.
- Never locate the printer near a water faucet or in any other location where it will be exposed to water. This could cause serious electrical shock.
- Place the printer in a location that meets the specified ranges of temperature and humidity. If the printer is either too cold or too hot, it may not operate normally. Operating environment: 5 - 50°C (41 - 122°F) RH 10 - 90% (with no condensation).
- Place the printer in an area where you can disconnect the power cord immediately; keep the area around the power cord connection free from obstacles. This allows you to unplug the power cord quickly in an emergency.

### Power Supply and Power Cord

To avoid the risk of fire, electrical shock, personal injury, or damage to the printer:

- Always use the power cord provided with this printer. To avoid a fire or electrical shock, do not use an extension cord.
- Connect the printer power cord to an independent power source that is not shared by other equipment or appliances.
- Make sure that the power plug is securely and completely inserted into the power source.
- Do not cut, damage, or otherwise alter the power cord. Never place a heavy object on the power cord, never expose it to heat, and never pull the cord to disconnect it. If the power cord is damaged in any way (condensation on exposed wires, broken wires, etc.) contact customer service where you purchased the printer.
- Never handle the power cord or plug when your hands are wet.
- Never knot the power cord or wrap it around itself.
- To avoid a fire hazard, occasionally disconnect the power cord from the printer and the power supply, and use a soft dry cloth to clean the cord connectors and the connection points. Leaving the cord plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and high humidity, could cause the insulation material to deteriorate.
- Turn off the main power before removing the power plug from the outlet.
- Check the power plug and cord for any problem (abnormal heat, rust, bend, cracks, scratches, etc.) at least once a month.
- If any problem is found with the power plug or cord, contact customer service regarding a replacement cord/

- Never pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- If the printer will not be used for a long period, disconnect the power cord from the power source.
- Always keep the area around the power plug free of obstacles so that you can unplug it easily. This allows you to unplug the power cord quickly in an emergency.
- Never use any power source other than the one rated for the printer. This printer is designed to be used in the region where you purchased. Also, make sure that the power source can supply sufficient power for the printer.

Supply Voltage:  
AC 90-265 V, 47-63 Hz

## Handling the Printer and Accessories

To avoid the risk of fire, electrical shock, personal injury, or damage to the printer:

- Never clean the printer with water or any flammable liquid (alcohol, benzene, thinner, etc.) either applied directly or with a cloth. If you accidentally spill liquid on the printer, switch the printer off immediately, disconnect the power plug from the power source, and call for service.
- If the printer emits smoke, unusual odors, or makes noises, leaving it could cause a fire or serious electrical shock or damage to the printer. Switch the printer off immediately, disconnect the power plug from the power source, make sure that the printer has stopped smoking, and call for service. Do not attempt to repair the printer by yourself.
- Use only a slightly damp cloth, thoroughly wrung out, to clean the printer surfaces. Never use alcohol, thinner or any other flammable liquids, or risk having them come into contact with electrical components inside the printer.
- There are high voltage points inside the printer. Never attempt to disassemble or repair the printer.
- Never insert or drop any metal objects into the printer when it is open. This could cause a fire or serious electrical shock, or damage the printer. If something falls into the printer accidentally, switch the printer off immediately, disconnect the power plug from the power source and call for service.
- If the printer is dropped and damaged, switch the printer off immediately, disconnect the power plug from the power source, and call for service.
- Never use flammable sprays around the printer.
- Never remove the cover from the printer.
- Before cleaning the printer, switch it off and disconnect the power plug from the power source.

**Note:**

- Do not rapidly switch the printer off and on. This could damage the printer. After switching the printer off, wait at least 5 seconds before switching it on again.
-





## **Chapter 3**

# **Installation and Setup**

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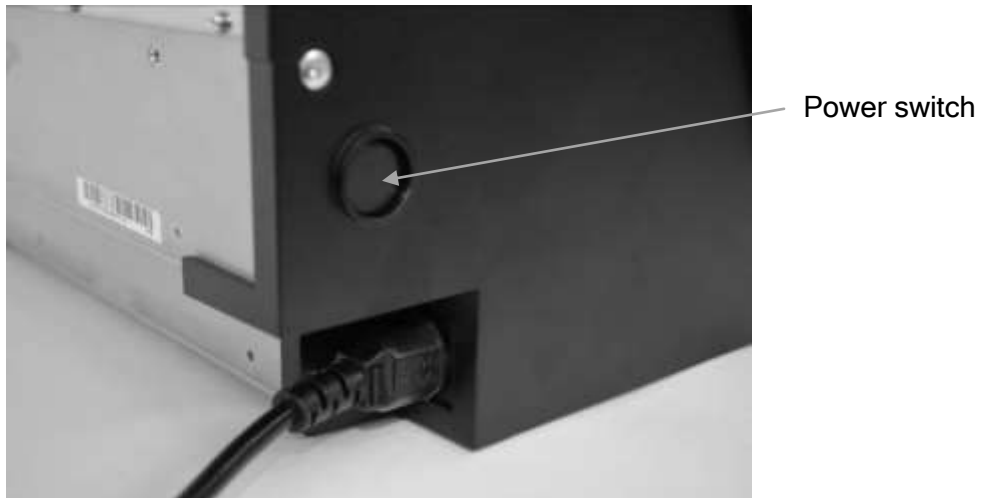
## Unpack the Printer

Be sure to save the box and packing materials in case you need to send the printer in for service. TransAct Technologies is not responsible for damaged return items that are not packaged in original shipping material. Refer to “Return Materials Authorization and Return Policies”, on page 6 for information on what to do if you have to return your printer for repair.

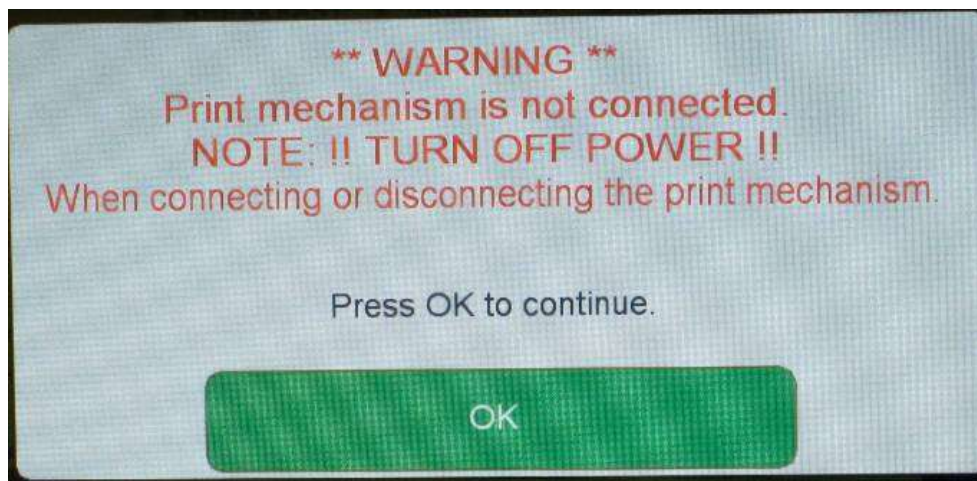
## Set Up the Printer

Make sure that there is sufficient space around the printer for access to the touch screen menu, and to open the printer to replace paper and access the printer mechanism, both of which are described later in this chapter.

Plug the power cord of the printer into an appropriate electrical outlet. To turn the printer on, press the power switch located at the rear of the left side of the printer, as shown in the figure.



A startup screen is displayed while the unit is powering up. In the event that at least one printer mechanism is not connected, an error message is generated.



## Printer Features

The diagram below shows the main external features of your Ithaca® 9800 printer.



[1] Front terminal door - swings upward to provide access to label rolls and printer mechanisms.

[2] Touch screen display - contains configured food items and categories, as well as HELP system displays and menu options for SETUP functions.

[3] USB and Ethernet ports.

[4] Label printing slots: up to two printers supported, with varying media sizes.

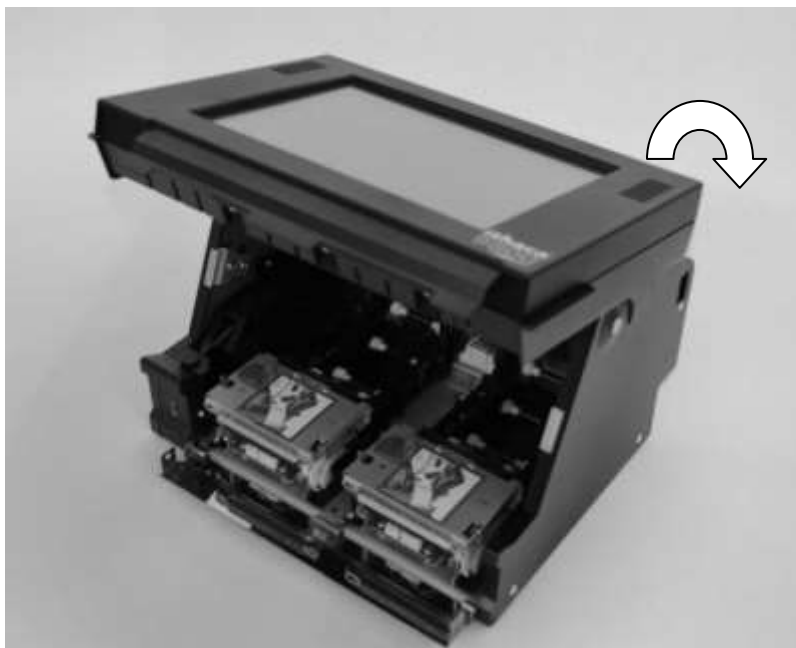
## Loading Label Rolls

The Ithaca® 9800 printer features easy, drop-in loading of thermal label roll media. This section discusses how to load label media.

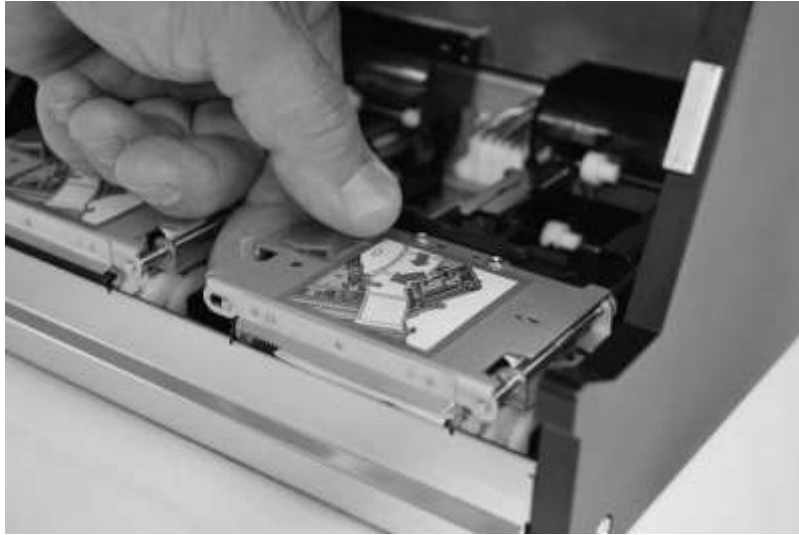
1. Grasp the sides of the display, and rotate it toward the rear of the terminal.



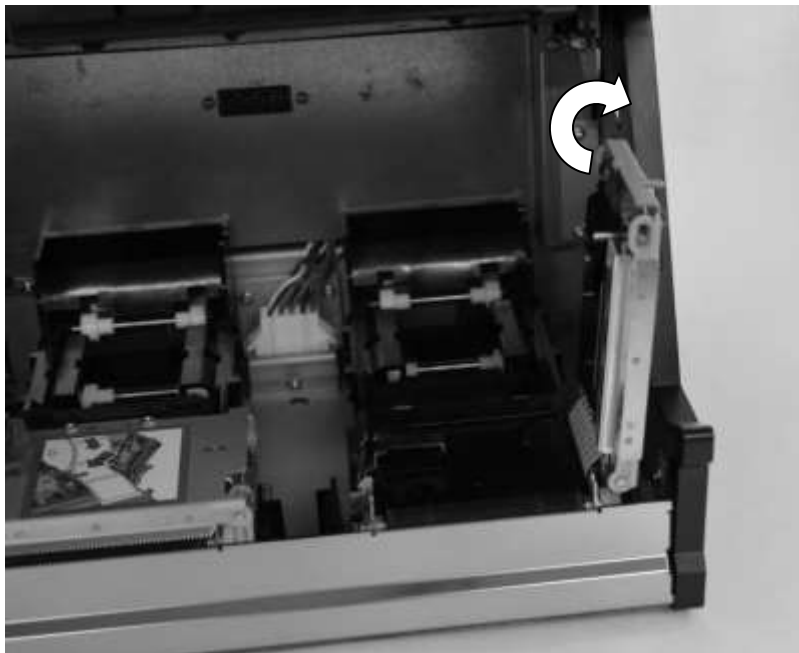
2. Rotate the display until it is in a horizontal orientation as shown in the figure.



3. Grasp the plastic cover latch as shown and squeeze to release it.

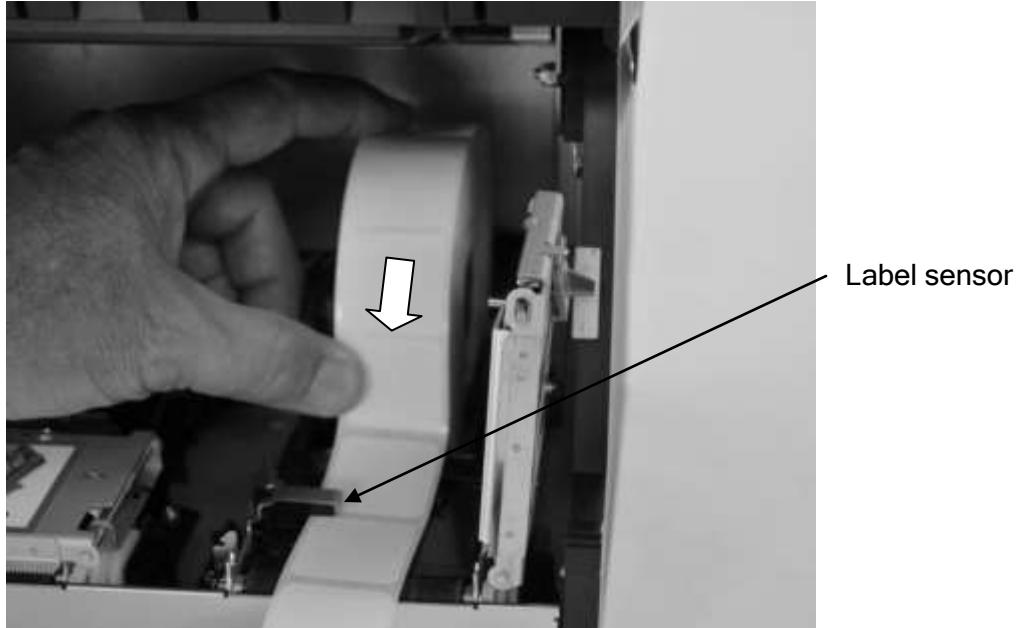


4. Rotate the printer mechanism cover to the open position as shown

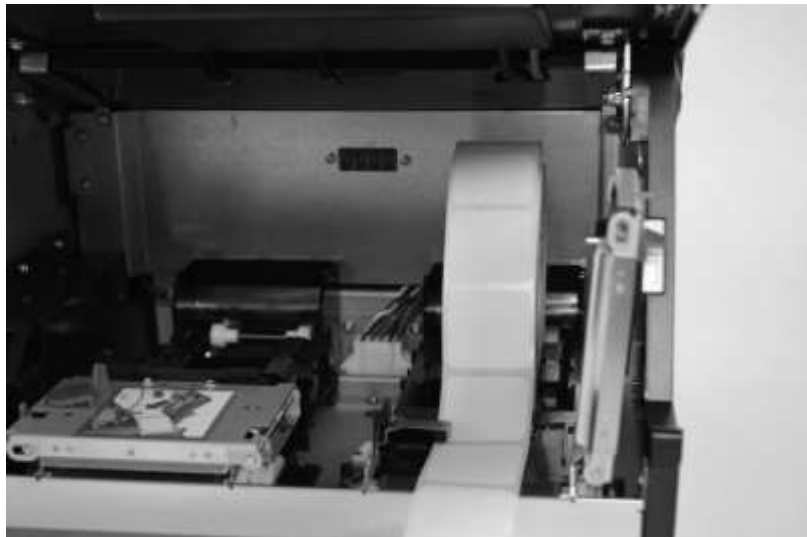


5. Drop the label roll into the label roll bucket. Note the proper orientation of label stock coming off **top** of roll.

Thread label stock under label sensor in printer mechanism as shown. Leave three or four labels in front of printer mechanism.



Note that following the insertion of the paper, the label sensor should be positioned over a label, not the web between labels, as shown in the figure.





6. Close printer mechanism cover as shown. Rotate cover until it latches securely. Printer automatically aligns to the next label.



7. Grasp sides of display and rotate forward until it is in closed, latched position.



8. Label stock may be torn off by either pulling upwards or pulling downwards.



9. To make sure labels are loaded correctly, press the left or right feed button on the display several times after the device is powered up.



**Note:** The left and right feed buttons may be customized to specific customer sites. The default buttons are as shown below:



**Note:** The Ithaca® 9800 printer supports different sizes of label media. See the next section, Changing the Printer Mechanism, for details on installing new printer mechanisms to support different label types.

## Changing the Printer Mechanism

The Ithaca® 9800 printer has the capability to quickly and easily load different printer mechanisms to support thermal printing of different sizes of labels. This section discusses how to open the unit and remove and change the printer mechanism.

1. Press the power switch on the side of the terminal to turn it **OFF** as shown.



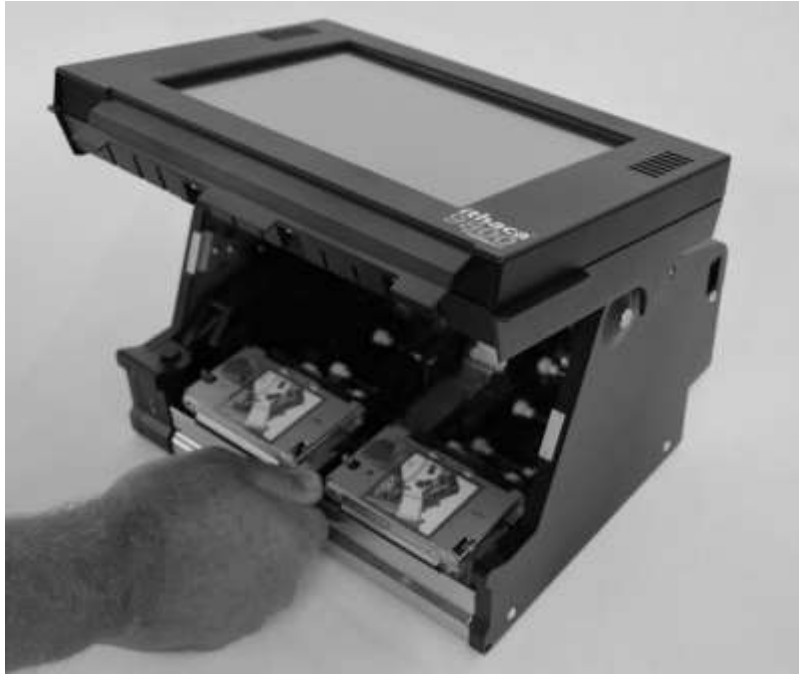
2. Grasp the sides of the display, and rotate it toward the rear of the terminal.



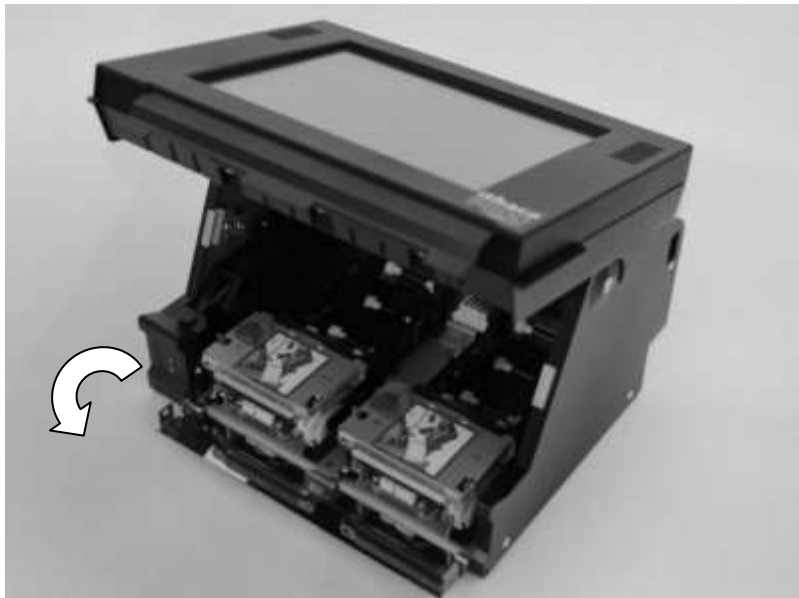
3. Rotate the display until it is in a horizontal orientation as shown in the figure.



4. Grasp the front terminal door with both hands, and pull it forward and down as shown.



5. Rotate the door to the open position as shown in the figure.



6. Lift and pull the printer mechanism carefully out of the terminal.



8. The printer mechanism is now removed.







## Chapter 4

# Ithaca<sup>®</sup> 9800 Specifications and Requirements

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## Ithaca® 9800 Specifications and Requirements



### Standard Features

The following features are standard for Ithaca® 9800 printers:

- 9.7-inch touch screen (diagonal measurement) using “hot touch” capability with 9.7-inch color display
- Standard 2.36 inches (60mm) wide direct thermal printer for printing “prep” and “discard by date” information
- Top-of-form sensor (also acts as label out sensor)
- Capable of printing on various direct thermal die cut labels
- External universal power supply (SEALED) with docking bay in terminal (PowerPocket®)
- On-screen editing capability
- PC-Based Companion Utility
- Small terminal footprint
- Real-time clock (battery backed) to generate “prep” and “discard by” date and time

- Touch screen and terminal capable of multi languages for all areas of the world (AOW)
- Self Diagnostics
- Remote firmware update through Ethernet or USB thumb drive
- ON/OFF Switch: Accessible but located to minimize spillage susceptibility
- Easy label loading
- “Spill-proof” by design
- Label tear-off (both std. and optional) - tear off in both upwards and downwards direction
- Capable of printing bar codes, including PDf417
- Portrait or landscape printing
- Ladder and fence barcode printing
- Internal counters to track number of hours on, labels completed, lines fed, error conditions
- Easy access to print head/platen for cleaning

## Optional Features

- Battery module
  - Wall mount kit
-

## Physical Printer Specifications



Max Dimensions			
	W	D	H
Dimensions in inches	11.75	9.06	9.99
Dimensions in mm	298.45	230.12	253.74

**Weight:** approx. 10 lbs. (4.54 kg)

**Interfaces:**  
 USB 2.0 Type A, 10/100 BASE-T Ethernet, Wi-Fi, Bluetooth v4.0

### Printing Characteristics

Printing method: Thermal monochrome  
 Resolution: 8 dots/mm (203 DPI)  
 Print zone: 2 inches (51mm) using 2.2 inch (56mm) wide label  
 1 inch (25mm) using 1.2 inch (30mm) wide label  
 Print speed: 5 inches per second (125mm per second) (printing labels)

## Environmental Conditions

The Ithaca® 9800 is designed to be placed on a flat, stable surface. Be aware that the environmental conditions of the location where you place the printer will have an effect on the printer's performance and longevity. The printer will run its best when stored and operated in an environment that meets the temperature and humidity conditions described below.

### Temperature:

Typical Operating: +5 to +50 °C. (41-122 °F)

Storage & Shipping: -10 to 50 °C. (14-122 °F)

### Humidity:

Operating: 10 to 90% RH (non condensing)

Storage & Shipping: 10 to 90% RH (non condensing)

## Electrical Specifications

90 VAC - 265 VAC, 47-63 Hz

## Reliability

Print Head Life - 50KM

## Media Specifications

Label thickness: .0065 - .0075 inches thick, including liner

Label Roll Diameter: 4 inches (101.6mm max)

Label Dimensions: Adjustable, 1 inch and 2 inch nominal widths

### Adhesives

Permanent

Freezer Grade

Dissolvable

Removable

Nutritional

## USB Interface

The USB interface is a Version 2.0 host interface with a standard Series "A" receptacle as defined in the USB Specification.

The standard USB Type A connector has the following pin functions:

### Pin Signal

- 1 Vbus (+5 V dc power for external devices @ 500mA)
- 2 Minus data
- 3 Plus data
- 4 Ground

**Note:** The standard USB interface does not have sufficient power to run the printer.

## Regulatory Compliance

FCC Class A  
RoHS  
EN55022 Class A  
CE Mark (1998) Class A FCC Class A  
EN55024  
ISTA  
Energy Star

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## Chapter 5

# Operating Your Ithaca<sup>®</sup> 9800 Printer

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## Printer Operations

Your Ithaca® 9800 printer is designed to quickly and easily print labels such as food safety and nutrition labels, using simple touch screen menus. The operation of these menu functions is intended to be intuitive and straightforward, with a minimum of instruction or training needed.

Touch-screen menu options specific to your food service operation have been pre-configured as part of your specific printers. These menu options vary by customer, and are not documented as part of this manual. Some of the more common options may include:



**FEED (L,R):** Advances the label roll stock from the left or right printer slot.

**CANCEL PRINT:** This button cancels printing operations.

**LANGUAGE:** Toggles the language used to display food menu items and prompts between the default and the alternate language.

**HELP:** Displays help screen instructions

**SETUP:** Controls printer setup functions such as date and time, display preferences, backup and restore, system preferences, and print settings

**HOME:** This button returns the touch screen to its default menu.

In addition, there will generally be screen options for selecting specific food items and printing appropriate labels, as well as programming the contents of these food item labels.

**Note:** Specific screen menu functions are customized by customer, and may vary from those listed here.

Consult the local installation resources at your site for further details on how to use the screen menus programmed for your specific unit.



## Chapter 6

# Troubleshooting

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## Power is Off

Check Point	Solution
Power is off.	Press main power switch.
Printer power cord unplugged.	Make sure that the power cord is plugged in completely.
Power supply not providing power.	Connect another device to the power supply to confirm that the outlet is providing power. If you cannot restore the printer to normal operation, contact your TransAct dealer.

## Printer Does Not Start or Stops During Print Jobs

Check Point	Solution
Paper is not loaded correctly.	Check and load paper.
Paper has jammed.	Check and re-load paper.

## Paper is Not Feeding Correctly

Check Point	Solution
Paper is not loaded with the correct side up.	Load paper so that label side is facing up as roll exits printer.
The edge of the paper is folded or curled.	If the leading edge of the paper is folded or curled it will not feed correctly. This could also cause a paper jam.
Paper is not loaded properly in the feeder tray.	Load paper correctly.

## Screen Image is Blank

Check Point	Solution
No screen image.	Touch the screen to dismiss the screen saver. If the screen is still blank, make sure printer has power.

## Printing is Misaligned on Label

Check Point	Solution
Label size is incorrect.	Check to make sure that label stock dimensions match those specified in the site-specific setup menu.
Label orientation is incorrect.	Check to see that label ribbon is properly aligned inside printer.

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## **Appendix A: Ordering Supplies**

Ithaca® 9800 supplies can be ordered easily direct from TransAct. We offer convenient one-stop shopping for all your printer needs, including paper, spare parts, manuals, printer servicing/refurbishment and more. For more information, call us at 1-800-243-8941 or visit [www.TRANSACTsupplies.com](http://www.TRANSACTsupplies.com).



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